

Recognition of Prior Learning (RPL)
Information and Communications Technology (ICT) Industry (Operation & Support)

Part A: RPL Qualification – Units of Competency (UoC) Cluster

- Assessment Method: 30-minute written test with 20 multiple-choice questions
- Assessment Fee for UoC cluster: HK\$550

	Title & Code of UoC Cluster	QF Level	Years of Services & Relevant Work Experience	UoC Code	UoC Title	Credit
1	Core Skills for Operation and Support (ITOS001L1)	1	One year experience in ICT industry	107860L1	Perform next level escalation	1
				107861L1	Understand the System Development Life Cycle for technical support	1
				107862L1	Understand the principle of troubleshooting	1
				107863L1	Understand the principle of data security	1
				107864L1	Understand the principle of data protection	1
				107865L1	Understand professional ethics and conducts	1
				107866L2	Keep user/client informed of status of work	2
				107867L2	Provide support to users	2
				107869L2	Comply with anti-bribery law and adopt a high standard of integrity in the operation and procurement of ICT products and services	2
2	Operation Support (Technical Support) (ITOS002L2)	2	Three years experience in ICT industry, of which not less than one year in operation support	107892L1	Maintain inventories of equipment/software	1
				107897L2	Restore system or files from backups	2
				107898L2	Monitor server system status	2
				107899L2	Provide help desk support	2
				107901L2	Perform system backup	2
				107908L2	Perform simple web page update	2
3	Application Support (Technical Support) (ITOS003L2)	2	Three years experience in ICT industry, of which not less than one year in application support	107872L2	Coordinate application change requests with developer	2
				107873L2	Install and configure Apps on client devices	2
				107874L2	Perform application configuration	2
				107875L3	Troubleshoot application problems	3
4	Email Support (ITOS004L2)	2	Three years experience in ICT industry, of which not less than one year in email support	107876L2	Install and configure email clients	2
				107877L2	Detect and protect against email spam	2
				107878L3	Resolve email problems	3
5	Network Support (ITOS005L2)	2	Three years experience in ICT industry, of which not less than one year in network support	107879L2	Build a small wireless LAN	2
				107880L2	Install and configure network components/devices	2
				107881L2	Setup content sharing on server	2
6	Procurement Support (ITOS006L2)	2	Three years experience in ICT industry, of which not less than one year in procurement support	107868L2	Work with service providers/vendors/developers	2
				107900L2	Purchase computing hardware/components	2
7	System Support (ITOS007L2)	2	Three years experience in ICT industry, of which not less than one year in system support	107893L2	Implement system maintenance procedures	2
				107894L2	Provide support for different operating systems	2
				107895L2	Configure desktop client environment	2
				107896L2	Perform Operating System installation	2
				107903L3	Perform basic system administration	3
				107906L3	Troubleshoot Operating System issues	3
8	Core Skills for Operation and Support (ITOS008L3)	3	Five years experience in ICT industry, of which not less than two years in operation and support	107870L3	Provide support for handling professional ethics and conducts issues	3
				107871L3	Implement "clean" business practices, good controls and integrity management	3
9	System Security Support (ITOS009L3)	3	Five years experience in ICT industry, of which not less than two years in system security support	107885L2	Create and maintain user accounts on server	2
				107886L3	Configure user access control on server	3
				107888L3	Administer system security	3

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10	Network Support (ITOS010L3)	3	Five years experience in ICT industry, of which not less than two years in network support	107882L3	Install and configure client/server application	3
				107883L3	Configure WAN connection	3
				107884L3	Troubleshoot network issues	3
11	Network Security Support (Technical Support) (ITOS011L3)	3	Five years experience in ICT industry, of which not less than two years in network security support	107887L3	Administer basic network security	3
				107889L3	Administer basic website security	3
				107890L3	Administer perimeter firewall	3
				107891L3	Strengthen workstation protection	3
12	User Support (ITOS012L3)	3	Five years experience in ICT industry, of which not less than two years in user support	107904L3	Provide support to mobile device users	3
				107905L3	Troubleshoot client device hardware issues	3
				107907L3	Perform remote support	3
13	Web Support (ITOS013L3)	3	Five years experience in ICT industry, of which not less than two years in web support	107909L3	Troubleshoot web browser and connection issues	3
				107910L3	Maintain website performance	3
				107911L3	Build simple web site using content management systems	3
				107912L3	Maintain website	3
14	Application Support (Help Desk Support) (ITOS014L2)	2	Three years experience in ICT industry, of which not less than one year in application support	107873L2	Install and configure Apps on client devices	2
				107876L2	Install and configure email clients	2
				107899L2	Provide help desk support	2
15	System Support (Help Desk Support) (ITOS015L2)	2	Three years experience in ICT industry, of which not less than one year in system support	107894L2	Provide support for different operating systems	2
				107895L2	Configure desktop client environment	2
				107896L2	Perform Operating System installation	2
				107899L2	Provide help desk support	2
				107906L3	Troubleshoot Operating System issues	3
16	Network and Security Support (ITOS016L3)	3	Five years experience in ICT industry, of which not less than two years in network and security support	107879L2	Build a small wireless LAN	2
				107880L2	Install and configure network components/devices	2
				107882L3	Install and configure client/server application	3
				107891L3	Strengthen workstation protection	3
				107909L3	Troubleshoot web browser and connection issues	3
17	Operation Support (Field Technical Support) (ITOS017L2)	2	Three years experience in ICT industry, of which not less than one year in operation support	107892L1	Maintain inventories of equipment/software	1
				107897L2	Restore system or files from backups	2
				107898L2	Monitor server system status	2
				107901L2	Perform system backup	2
18	Network Security Support (Field Technical Support) (ITOS018L3)	3	Five years experience in ICT industry, of which not less than two years in network security support	107887L3	Administer basic network security	3
				107889L3	Administer basic website security	3
19	Operation Support (Computer Operation) (ITOS019L2)	2	Three years experience in ICT industry, of which not less than one year in operation support	107892L1	Maintain inventories of equipment/software	1
				107897L2	Restore system or files from backups	2
				107898L2	Monitor server system status	2
				107899L2	Provide help desk support	2
				107901L2	Perform system backup	2
				107902L2	Perform fundamental data centre operations	2
				107908L2	Perform simple web page update	2

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20	System Support (Computer Operation) (ITOS020L2)	2	Three years experience in ICT industry, of which not less than one year in system support	107876L2	Install and configure email clients	2
				107893L2	Implement system maintenance procedures	2
				107894L2	Provide support for different operating systems	2
				107895L2	Configure desktop client environment	2
				107896L2	Perform Operating System installation	2
				107903L3	Perform basic system administration	3
				107906L3	Troubleshoot Operating System issues	3
21	Web and Network Support (ITOS021L3)	3	Five years experience in ICT industry, of which not less than two years in web and network support	107884L3	Troubleshoot network issues	3
				107912L3	Maintain website	3
22	Security Support (ITOS022L3)	3	Five years experience in ICT industry, of which not less than two years in security support	107885L2	Create and maintain user accounts on server	2
				107886L3	Configure user access control on server	3
				107887L3	Administer basic network security	3

For details of UoC, please refer to the Specifications of Competency Standards (SCSs) of Information and Communications Technology (ICT) industry published on the HKQF website (<https://hkqf.gov.hk/ict/en/scs>).

Part B: RPL Qualification – Vocational Qualifications Pathway (VQP) Qualification

- Assessment Method: 90-minute written test with 60 multiple-choice questions

	Title & Code of VQP Qualification	QF Level	Years of Services & Relevant Work Experience	Title & Code of UoC Cluster (UoCs of each UoC Cluster are listed in Part A.)	Assessment Fee
1	Technical Support (ITOS023L2)	2	Three years experience in ICT industry, of which not less than one year in operation support, application support, email support, network support, procurement support, and system support	Core Skills for Operation and Support (ITOS001L1)	HK\$1,700
				Operation Support (Technical Support) (ITOS002L2)	
				Application Support (Technical Support) (ITOS003L2)	
				Email Support (ITOS004L2)	
				Network Support (ITOS005L2)	
				Procurement Support (ITOS006L2)	
				System Support (ITOS007L2)	
2	Technical Support (ITOS024L3)	3	Five years experience in ICT industry, of which not less than two years in operation and support, system security support, network support, network security support, user support, and web support	Core Skills for Operation and Support (ITOS008L3)	HK\$1,700
				System Security Support (ITOS009L3)	
				Network Support (ITOS010L3)	
				Network Security Support (Technical Support) (ITOS011L3)	
				User Support (ITOS012L3)	
				Web Support (ITOS013L3)	
3	Field Technical Support (ITOS025L2)	2	Three years experience in ICT industry, of which not less than one year in email support, network support, system support, and operation support	Core Skills for Operation and Support (ITOS001L1)	HK\$1,700
				Email Support (ITOS004L2)	
				Network Support (ITOS005L2)	
				System Support (ITOS007L2)	
				Operation Support (Field Technical Support) (ITOS017L2)	

	Title & Code of VQP Qualification	QF Level	Years of Services & Relevant Work Experience	Title & Code of UoC Cluster (UoCs of each UoC Cluster are listed in Part A.)	Assessment Fee
4	Field Technical Support (ITOS026L3)	3	Five years experience in ICT industry, of which not less than one year in procurement support and not less than two years in operation and support, system security support, network support, user support, and network security support	Procurement Support (ITOS006L2) Core Skills for Operation and Support (ITOS008L3) System Security Support (ITOS009L3) Network Support (ITOS010L3) User Support (ITOS012L3) Network Security Support (Field Technical Support) (ITOS018L3)	HK\$1,700
5	Computer Operation (ITOS027L2)	2	Three years experience in ICT industry, of which not less than one year in operation support, and system support	Core Skills for Operation and Support (ITOS001L1) Operation Support (Computer Operation) (ITOS019L2) System Support (Computer Operation) (ITOS020L2)	HK\$1,300
6	Computer Operation (ITOS028L3)	3	Five years experience in ICT industry, of which not less than one year in procurement support and not less than two years in operation and support, user support, web and network support, and security support	Procurement Support (ITOS006L2) Core Skills for Operation and Support (ITOS008L3) User Support (ITOS012L3) Web and Network Support (ITOS021L3) Security Support (ITOS022L3)	HK\$1,700
7	Help Desk Support (ITOS029L2)	2	Three years experience in ICT industry, of which not less than one year in application support, and system support	Core Skills for Operation and Support (ITOS001L1) Application Support (Help Desk Support) (ITOS014L2) System Support (Help Desk Support) (ITOS015L2)	HK\$1,300
8	Help Desk Support (ITOS030L3)	3	Five years experience in ICT industry, of which not less than two years in operation and support, user support, and network and security support	Core Skills for Operation and Support (ITOS008L3) User Support (ITOS012L3) Network and Security Support (ITOS016L3)	HK\$1,300

For details of VQP, please refer to the HKQF website (<https://hkqf.gov.hk/ict/en/vqp>).